

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 1374

**TITLE:** CLAIMS SPECIALIST I

**GRADE:** S-21

**DEFINITION:**

Under direct supervision, investigates and resolves all levels of claim types of high complexity. May serve as a claim event team lead and may possess specialized experience in a particular claim type, and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This is the first level of professional claims specialist work.

**ILLUSTRATIVE DUTIES:**

*(The illustrative duties listed in this specification are representative of the class but are not an all inclusive list. A complete list of position duties and unique physical requirements can be found in the position description.)*

Completes both telephonic and field investigations;

Obtains appraisals and other needed information from claimants, witnesses and other interested parties;

Interviews insured, claimants, witnesses and other interested parties;

Analyzes information obtained in order to evaluate claims; determines coverage and extent of loss or liability;

Ensures payments are issued and releases obtained;

Maintains and monitors claim systems;

Provides necessary oversight to assure satisfactory performance by all vendors.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

*(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all inclusive list.)*

Basic knowledge of the mission, goals and objectives of claims management and adjustment;

Knowledge of the principles, practices, and techniques relating to claims management;

Ability to identify possible solutions for solving business problems;

Ability to communicate effectively orally and in writing;

Ability to use spreadsheets and presentation software to prepare documents and to store, manipulate, analyze and present information;

Ability to train, lead, and/or supervise paraprofessional staff.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to the following:

Graduation from an accredited four-year college or university with a bachelor's degree in a field related to insurance, financial management, business administration or claims management; OR

**BRIDGE CLASS EMPLOYMENT STANDARDS**

Four years of increasingly complex technical experience in the assigned functional area, comparable to experience at the Admin Assistant IV, or higher, level.

This class can serve as a bridge class enabling individuals who do not meet the educational or professional experience standards listed above to qualify for this class by possessing four years of increasingly complex technical experience in the assigned functional area, comparable to experience at the Admin Assistant IV, or higher, level.

The purpose of this bridge class is to promote upward mobility within the Fairfax County workforce. However persons qualifying for this class on the basis of their technical experience may not substitute this technical experience for education, or for professional experience, in order to qualify for other employment opportunities.

**CERTIFICATES AND LICENSES REQUIRED:**

None.

**NECESSARY SPECIAL REQUIREMENTS:**

Positions in this class may be subject to criminal history records checks and/or credit checks as a condition of initial or continued employment.

ESTABLISHED: August 23, 2010